

FIG. 1

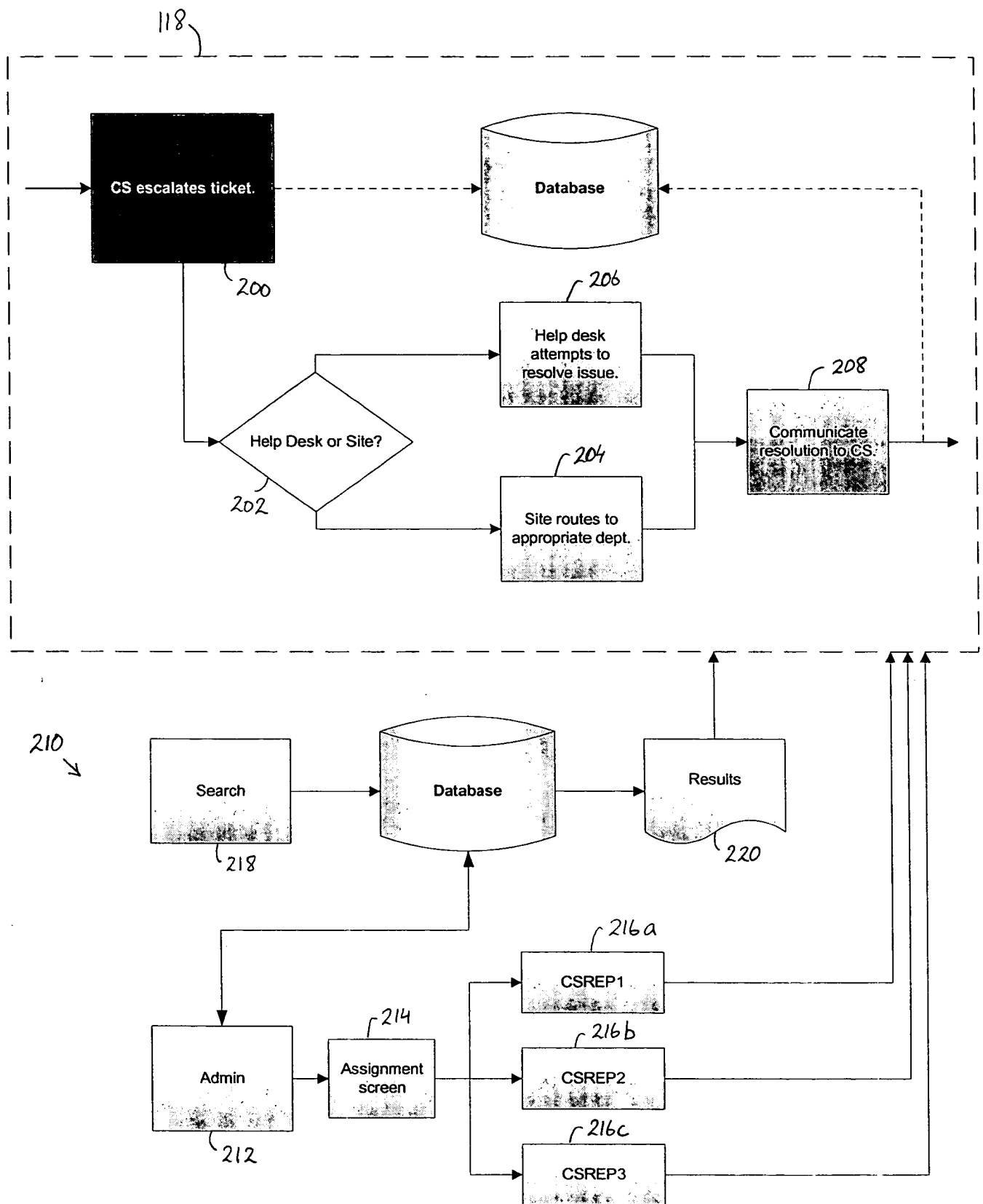


FIG. 2

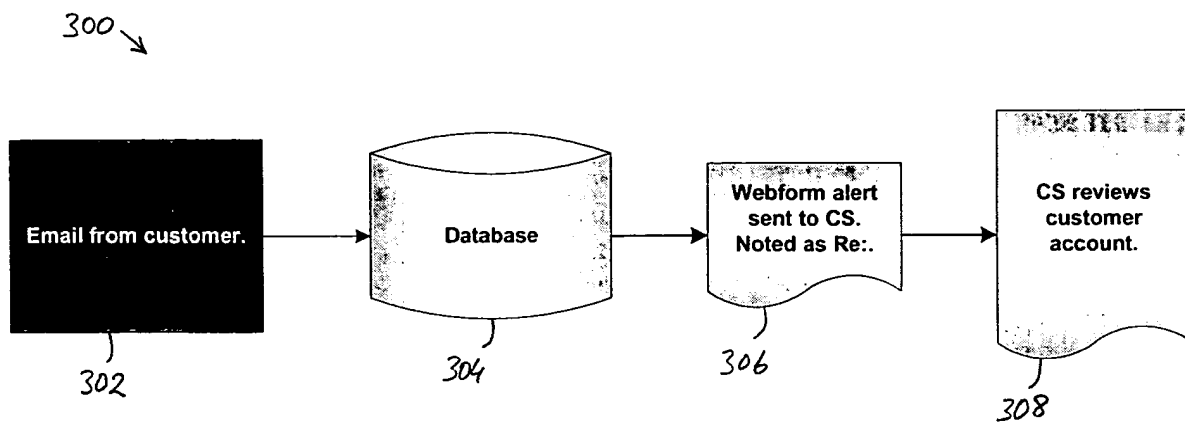


FIG. 3

Comment form

[TXCN on TV](#)

[Video](#)

[Sports Talk](#)

[Big Movie Show](#)

[Entertainment](#)

[Texana/Travel](#)

[Food/Recipes](#)

[Health/Science](#)

[Personal Tech](#)

[Nation](#)

[World](#)

[En Español](#)

[MyNetLink](#)

[My Specials Direct](#)

[Register](#)

[Account Info](#)

[My-Cast](#)

[Make this your home page](#)

[TXCN Career](#)

[Opportunities](#)

Have a question, concern, suggestion or just want to give us your feedback on TXCN.com?

For immediate answers, please consult the many resources in our Frequently Asked Questions. If you check our FAQs and don't find the answer to your questions, please submit your question, comment or problem here and we'll be sure to get back to you as soon as possible.

To contact the online staff, simply fill out the form below, and we'll be in touch with you as quick as we can. Remember, the more details you give, the better we can help you.

First Name:

Pablo

Last Name:

Casals

E-mail Address:

pablo@cello.com

Is your e-mail a:

Question Complaint Comment

404

Is your E-mail related to:

Advertising

406

Please type your message here.

You need more cello stories.

Submit Clear

Fig. 4

400

402

408

Customer Service

[Home](#) [Search](#) [New Ticket](#)

Main Page

Open Tickets

NONE (5)

tesipe.belointeractive.com (4)

testwily.belointeractive.com (8)

vit3.bcn.com (5)

www.pe.com (2)

} 602

600

Fig. 6

Search Results

Open Cases

700

testpe.belointeractive.com

Ads

09-APR-2002 15:44 (Chris Wynne) Question "sdf sdf sdfsd "

Employment

15-APR-2002 15:36 (Jodie Gayton) Comment "I need a job. I'm unemployed..."

News Content

07-MAY-2002 09:30 (Pablo Casals) Question "You need more cello stories..."

17-APR-2002 13:52 (testin meass) Comment "How do you spell supercalifrao..."

PE font size

11-APR-2002 11:13 (Jane Doe) Question "I can't see the type on the pa..."

702

FIG. 7





Customer Service

[Home](#) [Search](#) [New Ticket](#)

Process ticket

Ticket: CASE-ed685238e4.93.88.fa.12.4308fdae-CASE

800

Site: 
Referrer: <http://testpe.belointeractive.com/cusnr/info.jsp>
Email: tom.coleman@belointeractive.com
First name: Pablo
Last name: Casals
Phone:
Relates to: 
Type: 
OS: 
Browser: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; Hotbar 3.0; Q312461; .NET CLR 1.0.3328)
Entry date: 07-MAY-2002 09:30

802

Messages

Date: From: Subject:
MAY-07 09:35 (tom.coleman@belointeractive.com) [You need more cello stories.](#)

Message: 

FIG. 8A

Customer Service

Home Search New Ticket

Process ticket

Ticket: CASE-ed685238e4.93.88.fa.12.4308fdae-CASE

800

Site:
Referrer: http://testpe.belointeractive.com/cussv/info.jsp
Email: tom.coleman@belointeractive.com
First name: Pablo
Last name: Casals
Phone:
Relates to:
Type: 806
OS:
Browser:
Entry date: 07-MAY-2002 09:30 808

802

Messages

Date: From: Subject:
MAY-07 09:35 (tom.coleman@belointeractive.com) You need more cello stories. 804
Message: You need more cello stories. 804

Fig. 8B

Response

Header: Dear Pablo.

812

810

Body:

Templates

822

Category:

- ALL Advertising
- ALL Cars.com
- ALL Employment
- ALL Gold Standard
- ALL Items Linked

Change category

Templates (None)

Best Regards,
Michelle

Footer:

11listens@khou.com
Bfelt@krem.com
Cgonzalez@wfaaews.com
Ckelley@dallasnews.com

bcc:

testpe.belointeractive.com | final | adv/mktg
testpe.belointeractive.com | final | news/ops
testpe.belointeractive.com | final | wutest
testpe.belointeractive.com | final | yannoemail

Escalate:

Spell Check

View Escalation (Do not email)

Status:

Save & Escalate (Do not email user)

Save & Submit (Email all)

Append Template

Prepend Template

Replace Template

Fig. 8c

Response

Header:

Dear Pablo,

812

Thank you so much for taking the time to write us concerning the news story not being updated. We appreciate hearing from you.

Our news is updated continuously as news events occur. We strive to provide the most up-to-date information possible.

Some browsers and internet service providers do "cache" our site to provide faster downloads by their users. This process which keeps an version of a web that is sent to many users sometimes results in users seeing an older version of our web site pages. Clicking on the

Footer:

Best Regards,
Michelle

bcc:

11listens@khou.com
Bfolt@krem.com
Cgonzalez@wfaa.com
Ckelley@dallasnews.com

Escalate:

www.pe.com | final | adv/mktg
www.pe.com | final | news/ops
www.pe.com | final | wutest
www.pe.com | final | yannoemail

830

Spell Check

View Escalation (Do not email)

Status: Open

Save & Escalate (Do not email user)

Save & Submit (Email all)

Templates

Category:

822

ALL News Content
ALL Other
ALL Paid Newsletters
ALL Registration
ALL Special Features or Contests

Change category 828

Templates (ALL News Content)

Info Link
News not updated
Streaming Video

Append Template

Prepend Template

Replace Template

826

824

FIG. 8D

Response

Header:

Dear Pablo,

812

Thank you so much for taking the time to write us concerning the news story not being updated. We appreciate hearing from you.

Believe it or not, you are the first person who has ever requested a cello story. We have forwarded your request to the appropriate news department for review.

Body:

Thank you for your continued support and for making PE.com your online information source.

Footer:

Best Regards,
Michelle

bcc:

11listens@khou.com
Bfelt@krem.com
Cgonzalez@wfaaews.com
Ckelley@dallasnews.com

Escalate:

www.pe.com | final | adv/mktg
www.pe.com | final | news/ops
www.pe.com | final | wutest
www.pe.com | final | yannoemail

Spell Check

View Escalation (Do not email)

Status: Open

Save & Escalate (Do not email user)

Save & Submit (Email all)

Templates

Category:

- ALL News Content
- ALL Other
- ALL Paid Newsletters
- ALL Registration
- ALL Special Features or Contests

Change category

Templates (ALL News Content)

- Info Link
- News not updated
- Streaming Video

Append Template

Prepend Template

Replace Template

FIG. 8E

832

834

836

Phone: null

Relates to:

News Content

Type:

Comment

OS:

Win32

Browser:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; Hotbar 3.0; Q312461; .NET CLR 1.0.3328)

Entry date:

07-MAY-2002 09:30

Update only (Do not email user)

1000

Messages

Date:

From:

Subject:

MAY-07 10:28

(tom.coleman@belointeractive.com)

RE: CASE-ed685238e4.93.88.fa.12.4308fdae-CASE

1002

Message:

Thank you. Just to let you know, there will be a cello concert at TCU on Saturday afternoon. You might want to send a reporter.

Thanks,

Pablo

-----Original Message-----

From: bihelpdesk

Sent: Tuesday, May 07, 2002 9:47 AM

To: Casals, Pablo

Subject: CASE-ed685238e4.93.88.fa.12.4308fdae-CASE

MAY-07 09:46

(michelle.strong@belointeractive.com)

CASE-ed685238e4.93.88.fa.12.4308fdae-CASE

MAY-07 09:35

(tom.coleman@belointeractive.com)

You need more cello stories.

Fig. 10

Response

Header:

Dear Pablo,

Templates

Category:

ALL Advertising

New ticket

New Ticket:

Site:

Referrer:

Email:

First name:

Last name:

Phone:

Relates to:

Type:

OS:

Browser:

Status:

Note

1104

1102

1100

FIG. 11

Customer Service

Home Search New Ticket

Search Ticket

Ticket No.	
First Name:	
Last Name:	Coleman
Email:	
Site:	
Keyword:	
Relates To:	All Topics
Date:	From: JAN 1 2001 to:
Status:	
	Search Clear

1200

1202

1206

1204

FIG. 12A

Customer Service

Home Search New Ticket

Search Results

1210

Open Cases

vit3.txcn.com

Ads

09-APR-2002 11:31 (Theo Coleman) Question "akakakakaka akakak."

09-APR-2002 11:14 (Tom Coleman) Question "adfikiasdfki..."

News Content

15-APR-2002 15:20 (Tom Coleman) Complaint "There was no score for the Wel."

Closed Cases

testpe.belointeractive.com

Advertising

06-MAY-2002 10:20 (Thomas Coleman) Question "What's going on?"

testwltv.belointeractive.com

Ads

11-APR-2002 15:44 (Thomas Coleman) Question "I entered this for you..."

11-APR-2002 15:09 (Tom Coleman) Question "Testing the system..."

FIG. 12B